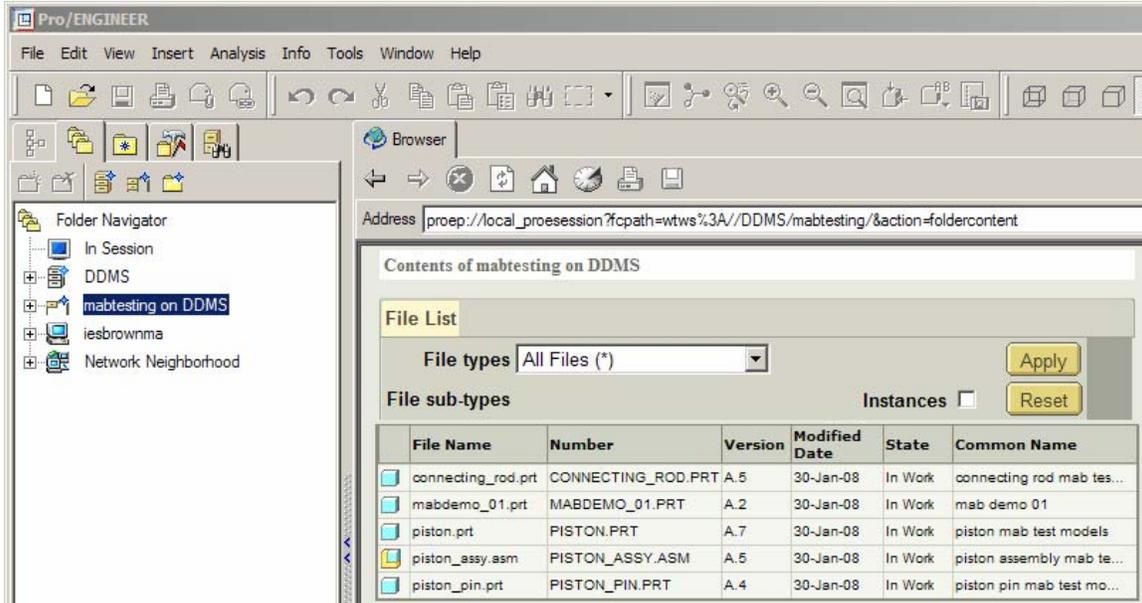


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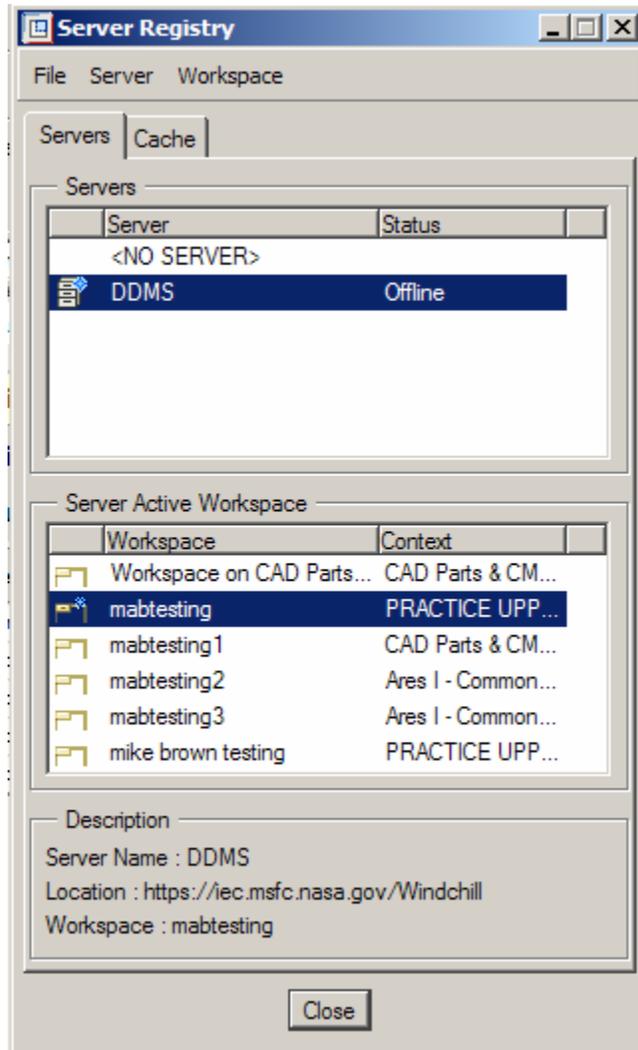
When you encounter problems with system log-in, file retrieval, check-in, check-out or related issues, the following areas need to be checked.

1. **Rule #1:** If anyone is successfully working in DDMS, then DDMS is not down.
2. If you cannot log in, check to see that you entered the right username/password combination. Also, if you have not changed your DDMS password in more than 60 days, your password will need to be reset. Call 4-HELP, and select option “0” for a DDMS password reset.
3. Make sure that you are not working “**offline.**”



View of an “Offline” Session

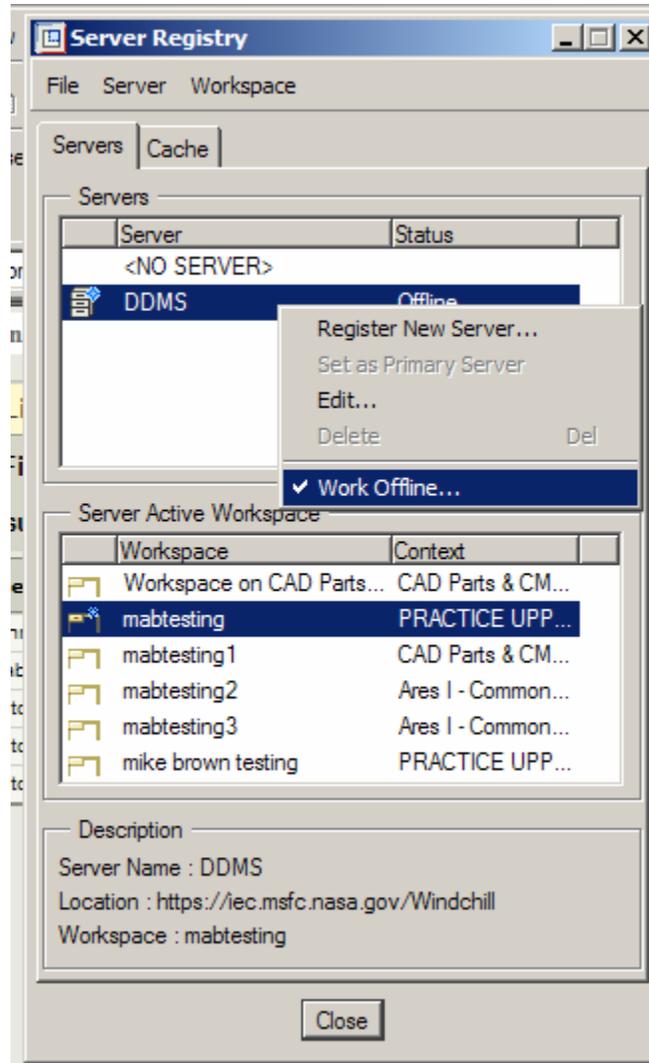
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Tools/Server Registry View of an “Offline” Session

- Go to **Tools/Server Registry** to check your connection status.
- If you “right click” on the server name and select the “**Work Offline**” choice, you will get a dialogue box that will enable you to return to “online” status. Accept the choices to synchronize the workspace.

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Setting the Server Session to “Online”

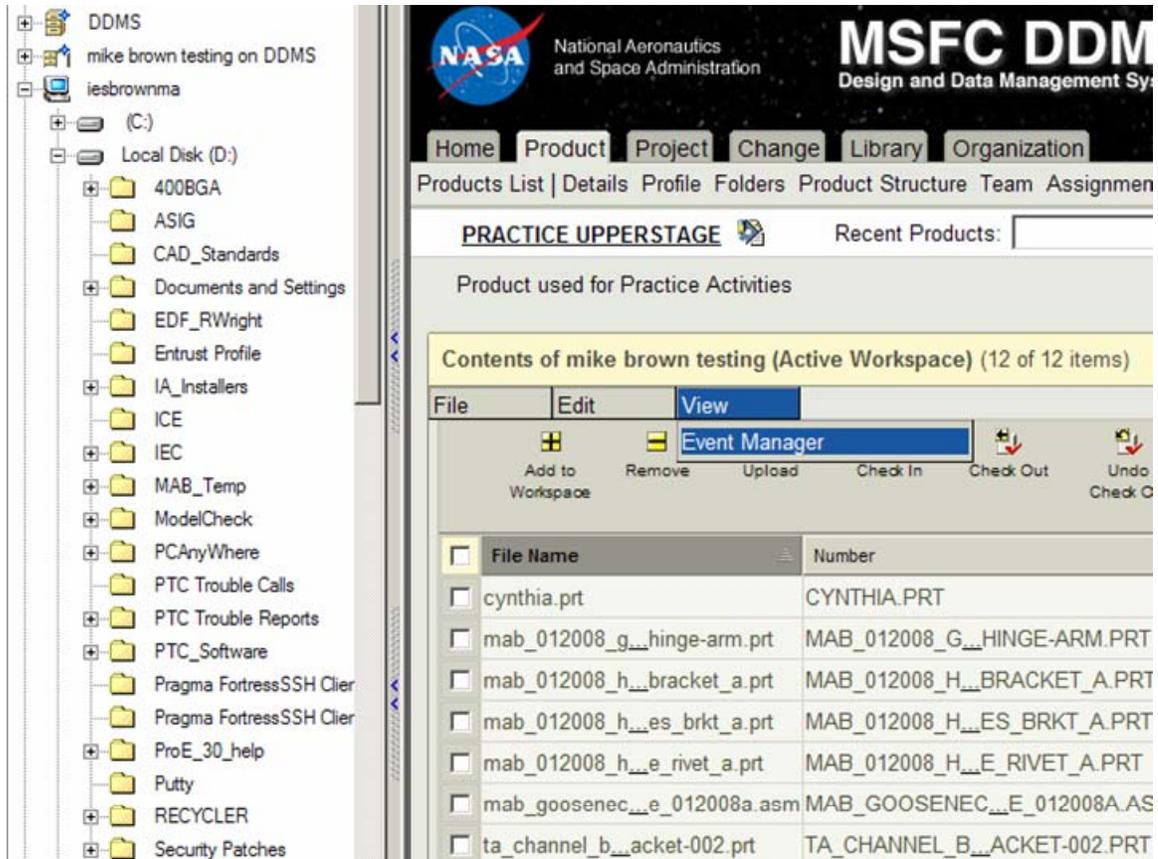
4. Make sure that you have access to the item to be retrieved.
 - a. In a Stand-alone browser, go to the product folder and team membership to make sure you are there.
 - b. If not, contact the product manager, or contact DDMS support (4-3497 or 4-3429). Via email Michael.a.brown@nasa.gov or Cynthia.h.kirkpatrick@nasa.gov.
5. Check the Event Viewer.
 - a. This will give you more information to help determine the problem.
 - b. Error messages such as “vault space” and “java lang_exception” should be reported to DDMS support immediately.
 - c. Communicate your check-in error to DDMS support (4-3497 or 4-3429).

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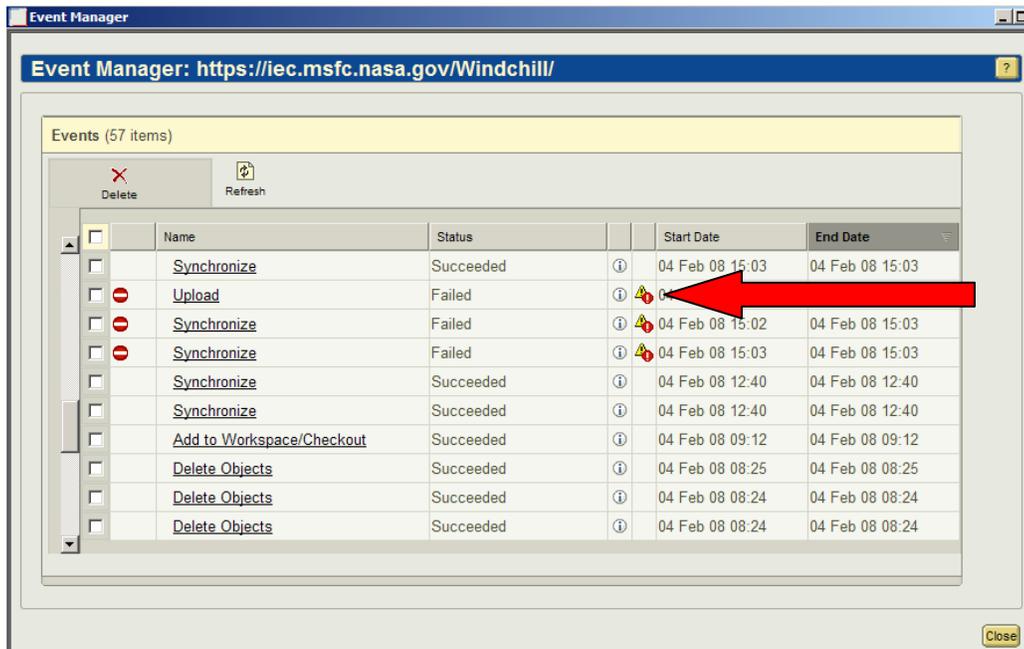
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Getting to the Event Viewer from inside ProE Workspace



Event Viewer

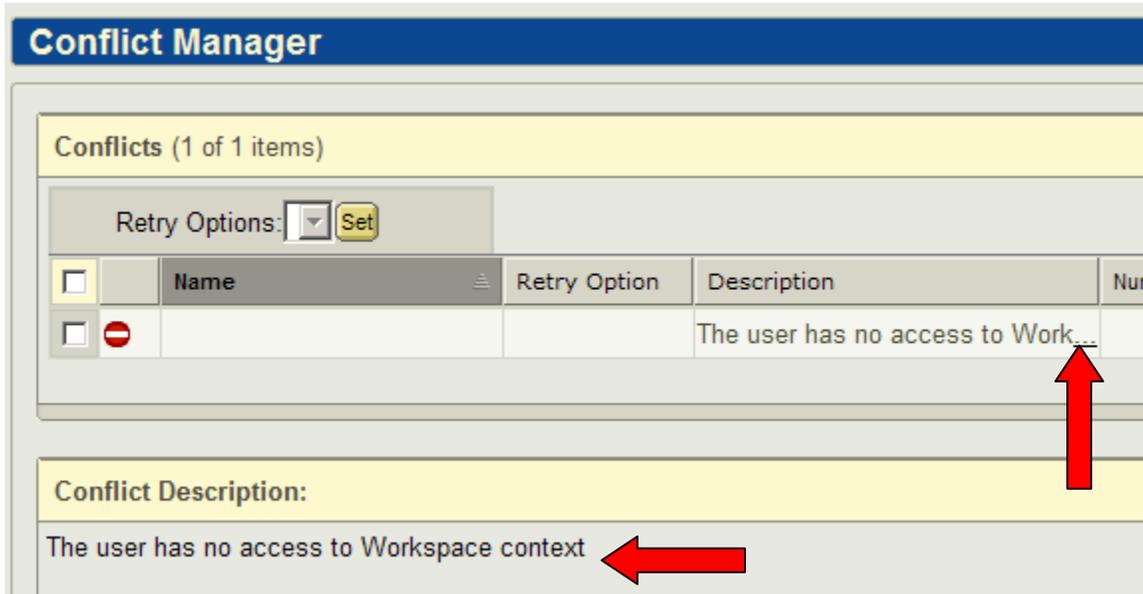
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- d. Selecting the icon in the Event Viewer (red arrow above) will bring up another dialogue.
- e. Read the message in the “description” column, and click on the “trailing dots” at the end of the message. This will present a full text message of the problem in the lower portion of the dialogue window (red arrow below).



Event Viewer

6. A common work-around when you cannot check-in models that were previously checked-in.
 - a. Go to Tools/Server Registry and select “No Server” (don’t erase model)
 - b. Save the model to you local hard drive
 - c. Reconnect to the server via Tools/Server Registry (select the server)
 - d. Perform “Undo Check-Out” of the model
 - e. Erase the model from the ProE session and remove the model from the active workspace
 - f. Open the model from local drive (from step “b” above)
 - g. Save the model into the active workspace
 - i. This will save the model into your local cache
 - ii. This will result in a “Filename Conflict” message
 - iii. You will resolve this problem in the next steps
 - h. Check-Out the server version of the model
 - i. This will give you control of that model
 - ii. This will also allow you the option to "Reuse"  the model as saved into the active workspace
 - iii. This actions clears Filename Conflict message
 - i. Try checking the model in again

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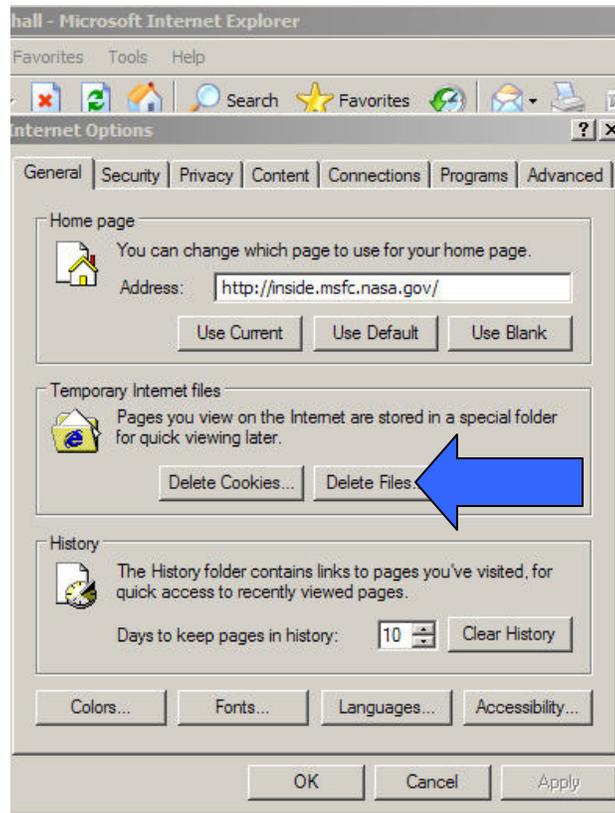
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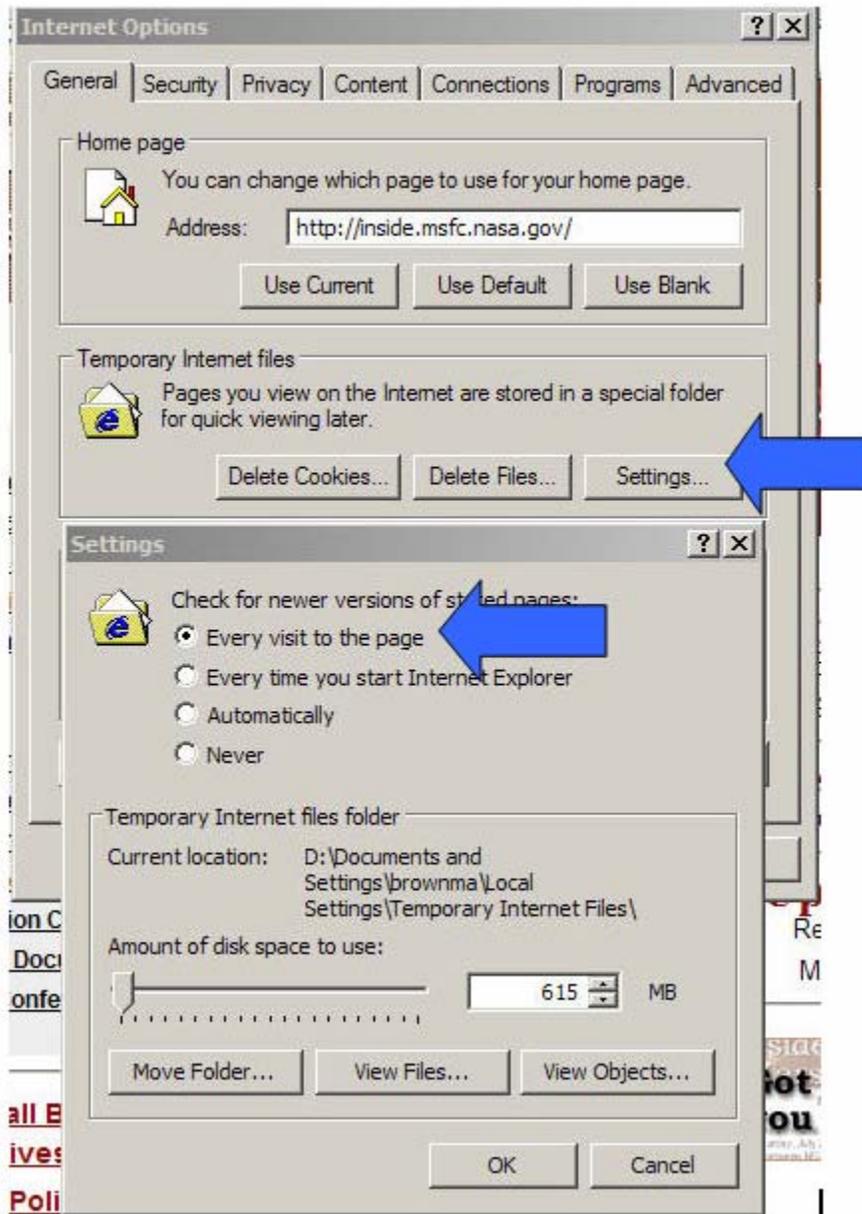
7. Complete Corruption (**Note: This is a LAST RESORT step. Do not proceed with this step before contacting DDMS Support! Following this procedure will mean losing the work you have not uploaded and/or saved to you local machine outside of ProE. This is why it is important to upload regularly.**)
 - a. Sometimes it is best to completely remove the problematic workspace. You can do this by removing the active .wf folder created with the ProE-DDMS session.
 - b. Close out of ProE.
 - c. Go to D:\Documents and Settings\brownma\Application Data\PTC\ProENGINEER\Wildfire (Note: Look for your username within the Documents and Settings directory)
 - d. Move the .wf folder from this location to another location. It is recommended that you create another folder under the user name (example name: old .wf files) and move the current .wf to this location. Rename the .wf file (example: jan013008.wf).
 - e. Re-launch Pro/Engineer. This will create a new .wf file in the original location. You will need to go to Tools/Server Registry to reset the server location.
8. Script Errors: Browser Settings and JAVA cache clearing
DDMS uses a browser for displaying information to the user. At times the browser's settings and the JAVA cache requires cleaning. Follow these procedures to set your browser settings, to clear your browser data, and to clear your system's JAVA cache.
 - a. Internet Explorer File Cleaning and Browser Settings
 - i. Clearing browser files go to "Tool" and then "Internet Options" and then "Delete Files"

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- ii. Go to “Settings” and make sure that “Every visit to the page” is selected.

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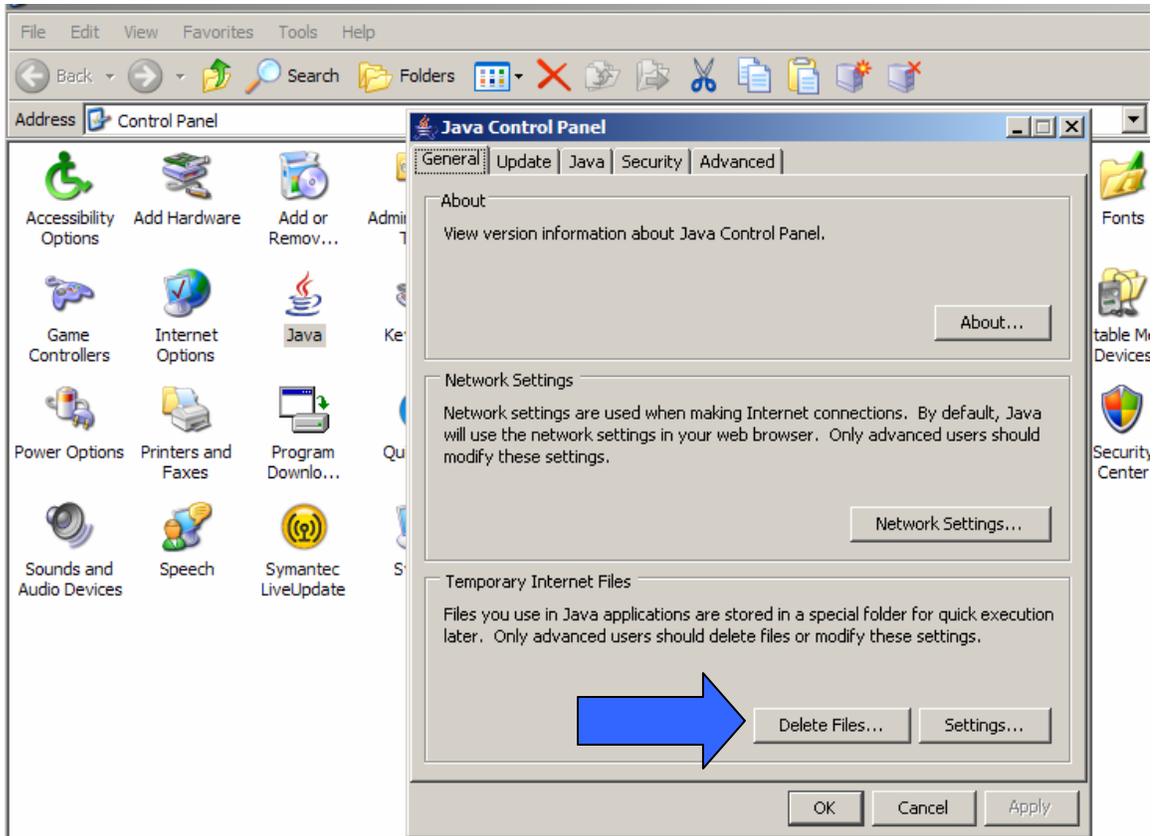
- b. Clearing JAVA Cache (64-bit machines)
 - i. Set up your Control Panel
 - a. Go to “Start” and then “Run”
 - b. Type in the command line: `c:\winnt\syswow64\control.exe javacpl.cpl`
 - c. Close the command window (**Note:** This procedure only has to be performed one time.)
 - ii. Go to “Control Panel”
 - a. Open the Java (double-click the Java icon)
 - b. Select “delete” on the Temporary Files choice

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Java Cache Clearing

9. Additional useful tips for avoiding problems
 - a. Upload your work regularly. This will place your work into the “server side cache” of DDMS. If you don’t want to perform this task due to the amount of time necessary to upload your data, then you should save the data to your local hard drive.
 - b. Delete workspaces that you have created but no longer need.
 - c. Use the standard MSFC ProE Config.pro settings. These have been configured by IES Support. Altering these can cause errors on your system.
 - d. Contact DDMS Support immediately. In the event you begin to encounter problems saving, retrieving, uploading, checking in, or checking out data with ProE and DDMS, the sooner you contact us, the greater our ability to assist you in correcting the problem.
 - e. Watch for error messages. ProE displays messages on the lower left-hand side of the interface window. When you perform file retrieval or storage activities, progress messages are shown in this location. Paying attention to these messages can keep you aware of any problems taking place. Ignoring these messages can lead to user problems later on in your work process.

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- f. When modifying objects in ProE, use CheckOut-on-the-fly (particularly in the PDMLink contexts) as much as possible to lock only the objects necessary for modification (versus checking out entire assemblies, subassemblies, etc.)
- g. Remove unnecessary objects from your workspace often. Even create new workspaces for smaller/independent datasets.